

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Complaint Intake Testing Annual Report

For Fiscal Year Ended June 30, 2022

#BI2022-0096

Testing Program

The Complaint Intake Testing program consists of tests completed by vendors MCSO utilizes to file fictitious complaints in person, by telephone, by mail, by e-mail, or through MCSO's website to determine Office employee adherence to MCSO Policy and Procedures as they relate to civilian complaint intake. MCSO produces an annual report on the testing program for each county fiscal year (July 1 through June 30) to be published by September 15th.

MCSO has contracted with one outside vendor to provide complaint intake testing services. This vendor conducts a sufficient amount of ongoing complaint intake testing throughout each county fiscal year for MCSO to adequately assess the complaint intake process. Currently, the vendor has been authorized to conduct a minimum of 24 tests per fiscal year. Twelve of the tests are conducted by telephone, mail, e-mail, and through MCSO's website. The remaining 12 are conducted in person at an MCSO facility. The vendor selects the type of test, when, where, and how the tests will be conducted throughout the year. The vendor conducts its testing by utilizing the methodology submitted to MCSO. The Audits and Inspections Unit (AIU) of the Bureau of Internal Oversight (BIO) has the ability to direct targeted complaint intake tests as needed. BIO did not direct any targeted complaint intake tests during the period covered by this report.

AIU inspects all complaint intake tests completed by the vendor to determine if employees are in compliance with Office Policies GH-2, *Internal Investigations* and GI-1, *Radio and Enforcement Communications Procedures*, as follows:

- Providing civilians with appropriate and accurate information about the complaint process,
- Promptly notifying the Professional Standards Bureau upon the receipt of a complaint,
- Providing the Professional Standards Bureau with accurate and complete information, and
- Not attempting to discourage, interfere with, or delay a civilian from registering a complaint.

AIU began conducting the inspection of Complaint Intake Testing in January 2019 for tests performed during the month of December 2018. This report covers the fourth year of MCSO's inspections of Complaint Intake Testing. To ensure consistency, AIU utilizes the following *Complaint Intake Testing Matrix*:

Inspection Element	Not In Compliance	In Compliance	Total	Compliance Rate
Determine if the complaint was accepted.				
Determine if the complaint was taken in a courteous manner.				
If the complainant did not speak, read, or write in English, or was deaf or hard of hearing, determine if the complaint was accepted.				
Determine if the complaint was referred to the on-duty supervisor.				
If a supervisor was not available, verify that the employee obtained pertinent information and had a supervisor make contact with the complainant as soon as possible.				
Determine if original recordings and documents were attached to BlueTeam or sent via interoffice mail to PSB.				
Verify that complaint was entered into BlueTeam or IAPro.				

Determine if the employee attempted to discourage, interfere or delay complaint.				
If alleged conduct is of a criminal nature, determine that the chain of command was notified, who then notified PSB.				
Verify that the complaint was audio and/or video recorded.				
Determine if the following minimum amount of information was obtained: <ul style="list-style-type: none"> • Complainant’s name, • Complainant’s contact information, • Location of the complaint occurrence, and • Report number and deputy name, if known. 				
Determine if verbal or written acknowledgement was provided that the complaint was received, documented, forwarded for investigation and that complainant would be contacted by a department representative.				
Determine if the complaint was immediately forwarded to PSB.				
Determine if the complaint notification was sent within 7 days including IA# and investigator name and contact number.				
Determine if the employee reported accurate information in the complaint.				
Overall compliance for [type of] testing				

In addition, the following matrix is utilized for tests initiated through the Communications Division:

Inspection Element	Not In Compliance	In Compliance	Total	Compliance Rate
Determine if the employee attempted to gather the complainant’s name and contact info, location of occurrence, report #, and name of deputy, if known.				
Determine if the employee contacted the division/district supervisor and emailed the info to him/her.				
Determine if the employee e-mailed EIU.				
Overall compliance for testing by Telephone via Communications Division				

Testing Methodology

Vendor personnel (tester) perform tests of MCSO’s external complaint intake process by posing as members of the public representing various races and ethnicities and filing fictitious complaints against MCSO employees through a variety of methods: in person, by telephone, via e-mail, website or in writing.

The tester audio and/or video records their interaction with MCSO employees and documents their experience on a Test Report Form. The testing process is considered complete when the Tester has received an IA number from the Professional Standards Bureau (PSB).

The following are typical test scenarios involving deputies that are based on real-life complaints, summaries of which MCSO provides to the complaint test vendors on a regular basis:

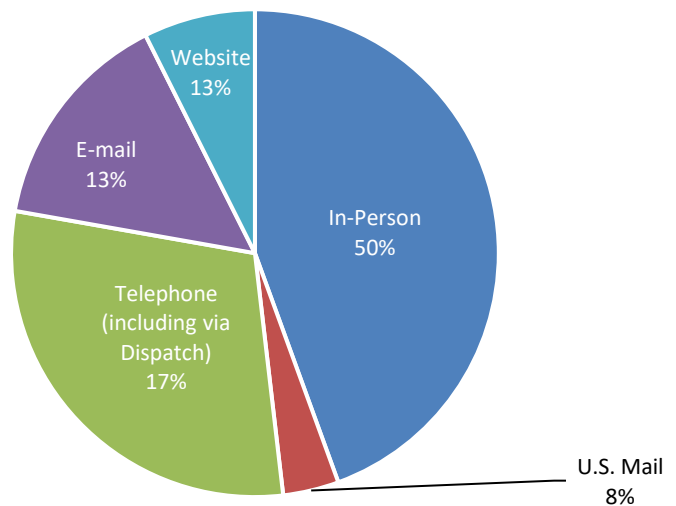
- Derogatory or unprofessional language,
- Rude or unprofessional behavior,
- Unsafe or illegal driving, and
- Parking in a handicap space/abuse of power.

Tests Conducted

Fiscal Year 2022 was the fourth year of the Complaint Intake Testing Inspection. Testers conducted a total of 24 tests for the 12-month period that ended June 30, 2022. The following charts illustrate the number and percentage of tests conducted broken down by type.

FY2022 Tests by Type

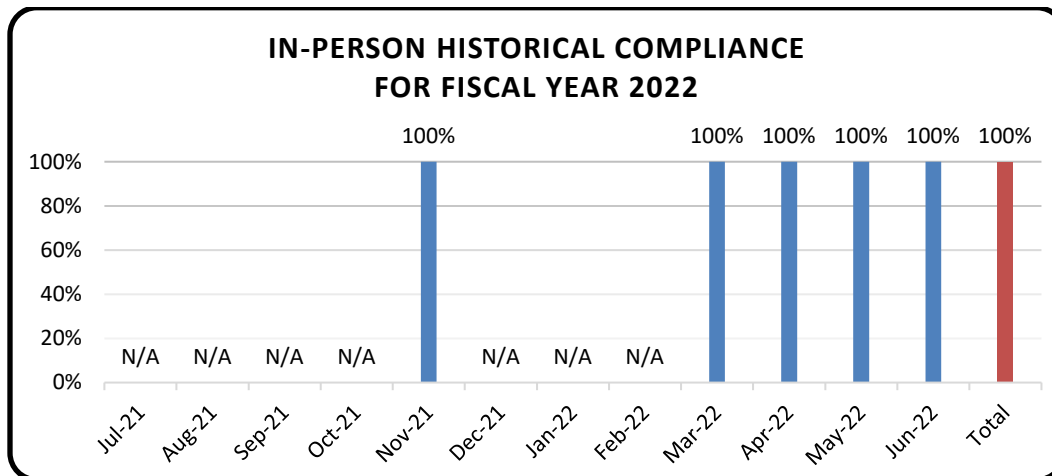
TEST TYPE	# CONDUCTED AND INSPECTED
In-Person	12
U.S. Mail	2
Telephone (including via Dispatch)	4
E-mail	3
Website	3
TOTAL – FY2022	24



In-Person Testing:

There were 12 In-Person Complaint Intake Tests conducted and inspected during Fiscal Year 2022. All 12 tests were in 100% compliance with Policy GH-2, *Internal Investigations*. However, there was one deficiency noted for one of the tests, although the test was ultimately completed successfully, and is discussed in detail below. It should be noted that one of the in-person tests was also subject to Policy GI-1, *Radio and Enforcement Communications Procedures*; the tester called the MCSO non-emergency number as some patrol district lobbies were closed due to COVID-19 restrictions. The results of testing compliance with Policy GI-1 are presented in the chart **TELEPHONE VIA COMMUNICATIONS DIVISION Compliance FOR FISCAL YEAR 2022** under section **Testing by Telephone**.

The overall compliance rate for In-Person Complaint Intake Testing for Fiscal Year 2022 was 100%, as illustrated by the chart below:



The following is a summary of each of the 12 In-Person tests grouped by month:

November 2021 – 1 Test

The tester posed as a Hispanic woman who had asked a deputy for assistance when she became stranded due to car trouble. The deputy was allegedly rude and made a racist comment about “Mexicans and their cars.” The tester went to a patrol district office to file a complaint and found the lobby door locked. She called the number posted on the doors, which was the MCSO non-emergency number. The dispatcher who took the call followed procedures outlined in Policy GI-1 and referred the complaint to the patrol district on-duty supervisor. Later that same day, the on-duty supervisor called the tester and took the complaint. No deficiencies were noted.

March 2022 – 2 Tests

TEST #1:

The tester posed as a Hispanic woman who went to a patrol district to file a complaint about a deputy she observed driving slowly while allegedly having difficulty maintaining his lane. A deputy came out to the lobby to assist the tester. Since an on-duty supervisor was not available, the deputy gave the tester the supervisor’s contact information and a *Comment and Complaint Form* to complete and submit. When the tester asked if anyone else could take her complaint, the deputy indicated that only an on-duty supervisor can take a complaint. However, Policy GH-2 indicates that when an on-duty supervisor is not available, “... the receiving employee shall obtain pertinent information about the complaint and have a supervisor make contact with the complainant as soon as possible.” The tester then left but came back 10 minutes later and said she would wait for the on-duty supervisor. Another sergeant was available at that time, came out and took the complaint in accordance with Policy GH-2.

The tester realized her voicemail was not working when six days had passed with no word from PSB. She immediately called PSB and received an IA number and the contact information for the assigned investigator within the timeframe required by policy.

The test was ultimately completed successfully, although there was one policy violation noted during the inspection of this test. BIO followed up with the patrol district through the BIO Action Form process to address the Policy GH-2 requirement that was not met.

The tester commented, "... [The sergeant] was friendly, professional, and asked clarifying questions regarding the description of the deputy and situation."

TEST #2:

The tester posed as a Hispanic woman who wanted to file a complaint about an interaction she observed between a deputy and a woman with several small children. When the woman had difficulty controlling her children while exiting a restaurant, the deputy allegedly did not attempt to assist and made rude and disparaging comments to the woman. The tester went to a patrol district to file the complaint and waited in the lobby for an on-duty sergeant. Two sergeants came out to the lobby and audio and video recorded the interview in accordance with policy. They concluded by explaining the process and informed the tester that the matter would be investigated. The tester commented, "Overall, this experience was handled very professionally and respectfully. The only issue that made me a little nervous was that I was talking to two men instead of just one Sargent." No deficiencies were noted.

April 2022 – 2 Tests**TEST #1:**

This complaint alleged a deputy was observed at the lake driving his MCSO boat too fast in a reckless manner without operating emergency equipment. The tester went to the patrol district to file a complaint and met with a sergeant who obtained and documented the complaint information in accordance with policy. He then handed the tester a *Comment and Complaint Form* and explained the complaint intake process, pointing out the various methods of submitting a complaint.

The tester mistakenly gave the sergeant her incorrect contact number during the interview; therefore, PSB was unable to call her with the IA number. When the tester had not heard back from anyone regarding the complaint after five days, she called PSB and received an IA number and the contact information for the assigned investigator. Also, the tester failed to video record the interaction with the sergeant. BIO followed up with the testing vendor for more information regarding the problem with the video recording. The tester was a new hire and very nervous; she thought she had turned on the equipment but evidently had not. The vendor is providing additional training on operating the recording equipment. No deficiencies were noted.

TEST #2:

Tester posed as a Hispanic woman who observed a deputy in an MCSO vehicle allegedly hit a bicycle that was parked at the Post Office but did not stop to inspect for damage. The tester went to a patrol district office to file a complaint and waited a short time in the lobby for an on-duty sergeant. The sergeant came out to the lobby and audio and video recorded the interview. At the conclusion of the interview, the sergeant wrote down his name and cell phone number for the tester and explained the process and informed the tester that the matter would be investigated.

Although there were no policy violations noted during the inspection of this test, the tester included comments on the Test Report Form which appear below along with BIO's response.

- **TESTER COMMENTS:** "... It did feel like an interrogation with many questions, many that were repeated more than once. ... Overall, it was not a positive experience. I felt that the Sgt. was interrogating me, rather than letting me file a complaint."
- **BIO RESPONSE:** After listening to the recordings, BIO disagrees with the tester's comment. The sergeant was trying to obtain as many details as possible so that he could file an accurate Incident Report. The tester seemed flustered when asked probing questions. For example, as the interview was ending, the sergeant asked what the tester's expectations were for coming in and reporting the incident. The tester seemed to be momentarily at a loss for words. When she

recovered and gave a rather lengthy answer, the sergeant empathetically responded, "Absolutely. [I] totally understand. [I] totally agree." This showed that he was trying to put the tester at ease. Following this exchange, the sergeant asked why the tester waited a week before coming in. Again, the tester seemed flustered and thrown by the question. The sergeant tried to put the tester at ease, downplaying the significance by saying that he was asking out of curiosity. At this point, the sergeant ended the interview by explaining the next step in the process and exchanged contact information so that he could follow up with the tester and let her know the result of the investigation. No further action was taken by BIO.

May 2022 – 4 Tests

TEST #1:

This test complaint was about a deputy's unprofessional behavior at a fast-food restaurant when he allegedly demanded that he be given free food and was rude and disrespectful to the employee serving him. The tester went to a patrol district office to file a complaint. A sergeant came out and took contact information for the tester and details of the complaint. The interview was audio and video recorded by the sergeant in accordance with Office policy. The tester received a phone call from PSB five days later providing her with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

TEST #2:

A complaint alleged that a uniformed deputy was observed purchasing alcohol and slurring his speech. The tester went to the office of a patrol district to file the complaint and waited a short time in the lobby for an on-duty sergeant. The sergeant came out to the lobby and audio and video recorded the interview. At the conclusion of the interview, the sergeant gave his business card to the tester and explained the process and informed the tester that the matter would be investigated.

There were no deficiencies noted and the tester made the following comments: *"This district office had a friendly vibe to it. The woman was very friendly. ...[On-duty sergeant] was very thorough in telling me how they'd investigate, and spoke directly about an "investigation". ...I thought he was great at making me feel like my complaint was valid & important."*

TEST #3:

A complaint alleged that a deputy in an MCSO vehicle allegedly threw trash out his window and then drove off. The tester went to the office of a patrol district to file a complaint and waited a short time in the lobby for an on-duty sergeant. The sergeant came out to the lobby and audio and video recorded the interview. At the conclusion of the interview, the sergeant gave his business card to the tester and explained the process and informed the tester that the matter would be investigated. The tester received a phone call from PSB the following day providing her with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

TEST #4:

The tester posed as a Middle Eastern man who was with his friends when they were approached by a deputy who allegedly acted aggressive and rude and threatened to call ICE. The tester went to the office of a patrol district to file a complaint and waited a short time in the lobby for an on-duty sergeant. The sergeant came out to the lobby and audio and video recorded the interview. At the conclusion of the interview, the sergeant gave his business card and a *Comment and Complaint Form* to the tester and explained the process and informed the tester that the matter would be investigated.

There were no deficiencies noted and the tester made the following comments: *"[On-duty sergeant] was in a meeting and left the meeting to take in my complaint. ...[on-duty sergeant] was respectful and asked numerous questions to understand what happened and respected when I said I don't know. ...Very professional."*

June 2022 – 3 Tests

TEST #1:

The tester posed as a Middle Eastern man who had observed a deputy inside Starbucks allegedly cut to the front of the line and rudely interact with the employee serving him. The tester went to the office of a patrol district to file a complaint and found the lobby door locked. He called the number posted on the door and soon a sergeant came out. After a few minutes, he invited the tester inside to finish obtaining details of the complaint and the contact information of the tester. The interview was audio and video recorded by the sergeant in accordance with policy. Later that same day, the tester received a phone call from PSB providing him with an IA number and the contact information for the assigned investigator. The tester commented, *“Other than the door being locked, the complaint process went very smoothly.”* No deficiencies were noted.

TEST #2:

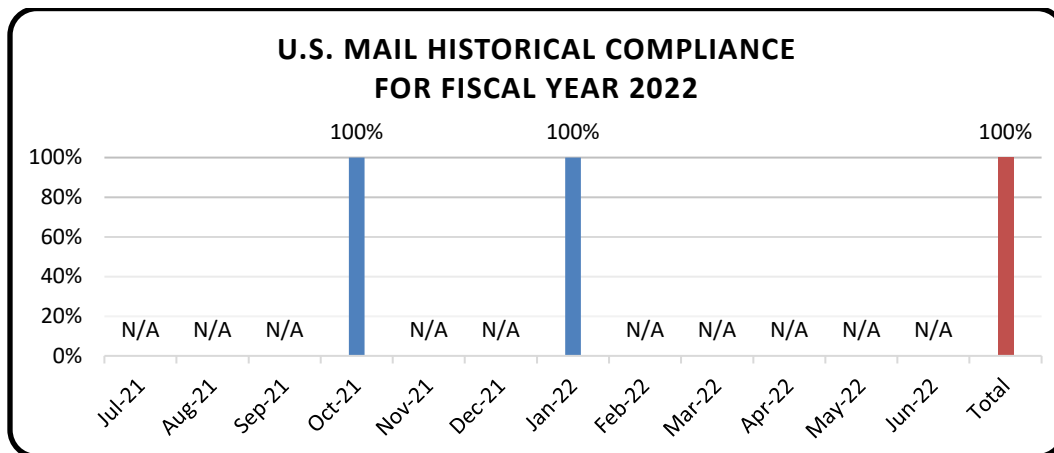
The complaint alleged that a uniformed deputy was observed asleep in his patrol vehicle for an extended period of time. The tester went to the office a patrol district to file a complaint and waited a short time in the lobby for an on-duty sergeant. The sergeant came out to the lobby window and audio and video recorded the interview in accordance with policy. At the conclusion of the interview, the sergeant gave the tester his name and contact information, explained the process and informed the tester that the matter would be investigated. Later that same day, the tester received a phone call from PSB providing her with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

TEST #3:

The tester posed as a Middle Eastern man who observed a deputy in an MCSO vehicle allegedly parked in a handicapped space while eating his lunch inside a restaurant. The tester went to the office of a patrol district to file a complaint and waited a short time in the lobby for an on-duty sergeant. In the meantime, the receptionist directed the tester to a small conference room to begin completing the *Comment and Complaint Form*. The sergeant met the tester in the conference room and audio and video recorded the interview in accordance with policy. At the conclusion of the interview, the sergeant explained the process and informed the tester that the matter would be investigated. The tester received a phone call from PSB later that day providing him with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

Testing by U.S. Mail:

There were two U.S. Mail Complaint Intake Tests conducted and inspected during Fiscal Year 2022. The compliance rate for both tests was 100%, as illustrated by the following chart:



The following is a summary of both the U.S. Mail tests grouped by month:

October 2021 – 1 Test

The tester, who posed as a Hispanic woman, sent a letter by U.S. Mail addressed to PSB at the Sheriff's Office Headquarters complaining that a deputy was allegedly rude and dismissive by stating that he could not understand her; he mumbled something about her speaking "Spanglish" when she tried to report a crime in progress. PSB received the letter seven days after the tester mailed it and entered the complaint in BlueTeam the same day. The following day, the tester received a letter electronically (since no return address was provided by the tester) from PSB providing her with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

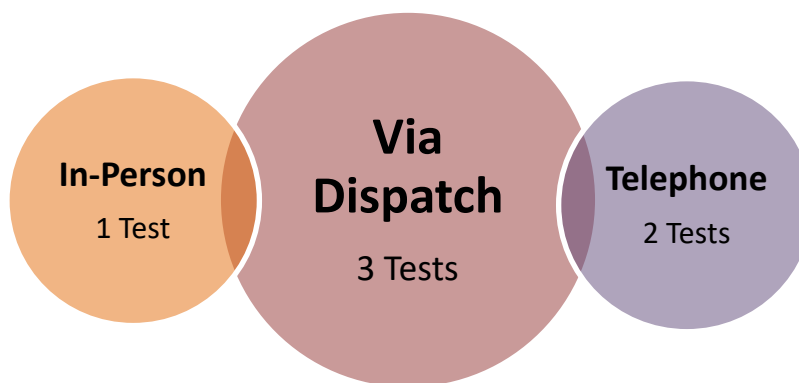
January 2022 – 1 Test

The tester sent a letter by U.S. mail addressed to PSB at the Sheriff's Office Headquarters complaining that a deputy allegedly hit a shopper's cart upon backing his vehicle out of his parking space at a shopping mall and did not check to see if the woman was unharmed even though it was obvious he knew what had occurred. PSB received the letter seven days after the tester mailed it and entered the complaint in BlueTeam the same day. Later that day, the tester received a letter electronically (since no return address was provided by the tester) from PSB providing her with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

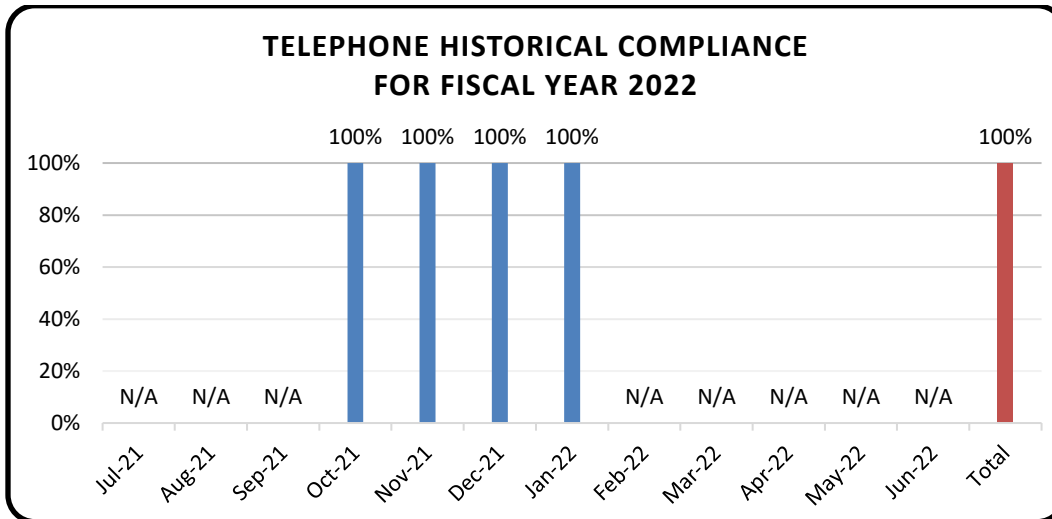
Testing by Telephone:

There are different ways in which a complaint may be filed via telephone—through Dispatch or directly to the patrol district, PSB, or another division of MCSO. There was a total of four Telephone Complaint Intake Tests conducted and inspected during Fiscal Year 2022. Two of those tests were initiated through the Communications Division by telephone and are discussed in the paragraphs below. As previously stated in the **In-Person Testing** section above, one In-Person test (November 2021) was initiated by telephone through the Communications Division for an annual total of three Telephone Tests Via Dispatch. The following diagram illustrates the relationship between In-Person tests and Telephone tests that also involved the participation of Communications Division personnel:

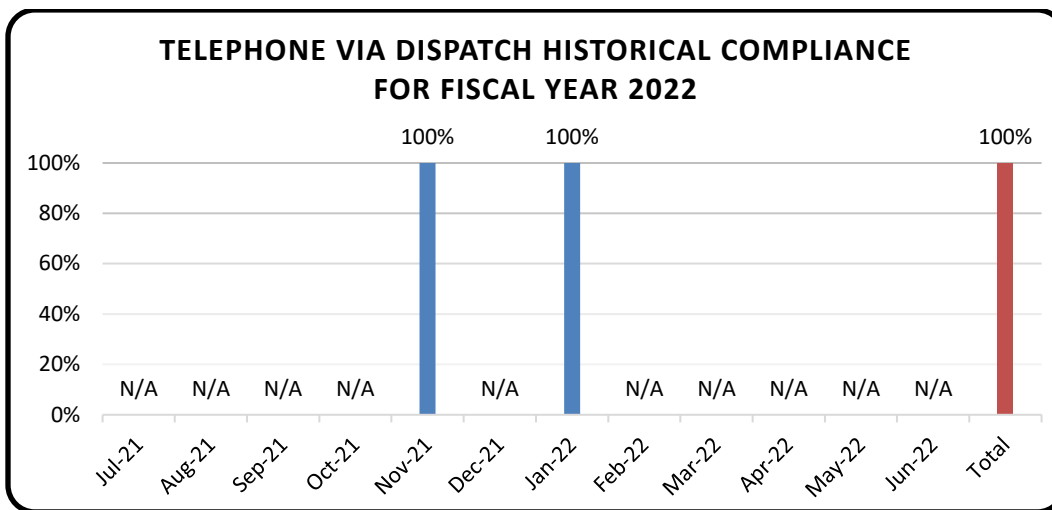
Tests Through Communications Division



The following chart represents MCSO employees' monthly and overall compliance rating with Office Policy GH-2, *Internal Investigations*. The overall compliance rate for Fiscal Year 2022 was 100%.



The following chart represents the Communications Division's monthly and overall compliance rating with Office Policy GI-1, *Radio Enforcement Communications Procedures*. The overall compliance rate for Fiscal Year 2022 was 100%.



The following is a summary of each of the four Telephone tests grouped by month:

October 2021 – 1 Test

For the Complaint Intake Test conducted by Telephone in the month of October 2021, MCSO employee compliance with Policy GH-2, *Internal Investigations* was 100%, as indicated in the first graph under this report section. The complaint alleged that a uniformed deputy was observed consuming alcohol while at a restaurant. When the complainant left the restaurant, she saw the patrol vehicle in the parking lot and became concerned about the deputy drinking and driving. The tester initially called a patrol district directly, but no one answered the phone, so she called the number for PSB. The employee who took the call recorded the conversation as required by policy and entered the complaint in the BlueTeam system the same day. Four days later the tester received a phone call from PSB providing her with an IA number and the contact information for the assigned investigator.

November 2021 – 1 Test

For the Complaint Intake Test conducted by Telephone in the month of November 2021, MCSO employee compliance with Policy GH-2, *Internal Investigations* was 100%, as indicated in the first graph under this report section. This test was initiated through the Communications Division and resulted in an employee compliance rate of 100% with MCSO Policy GI-1, *Radio and Enforcement Communications Procedures*, as shown in the second graph under this report section.

The complaint alleged that a deputy was observed being rude and dismissive to a Hispanic girl who was trying to make a report that her bicycle was stolen. The deputy allegedly made the comment that she should learn to speak English. The tester went to a patrol district office to file a complaint. The lobby was closed so the tester called the number posted on the doors, which was the MCSO non-emergency number. The dispatcher gathered information about the complaint as well as the tester's name and contact information. The dispatcher then called the patrol district and determined that the on-duty supervisor was not available. The complaint was referred to the on-duty supervisor in the patrol district by e-mailing him the complaint information and copying the Early Identification Unit in accordance with policy. The patrol district's on-duty sergeant returned the tester's call later that same day and took the complaint, then explained the complaint intake process. The tester received a phone call from PSB the following day providing her with an IA number and the contact information.

December 2021 – 1 Test

The Complaint Intake Test conducted by Telephone in the month of December 2021 was conducted by contacting PSB directly. MCSO employee compliance with Policy GH-2, *Internal Investigations* was 100%, as indicated in the first graph under this report section.

The tester posed as a Hispanic woman who was in a fast-food restaurant and observed a deputy allegedly complaining about the wait in a rude and disruptive manner, making the staff very uncomfortable and embarrassed. The tester called the toll free 24-hour hotline number to file a complaint. The call was answered by a PSB employee who recorded the conversation as required by policy and entered the complaint in the BlueTeam system the same day. Two days later the tester received a phone call from PSB providing her with an IA number and the contact information for the assigned investigator.

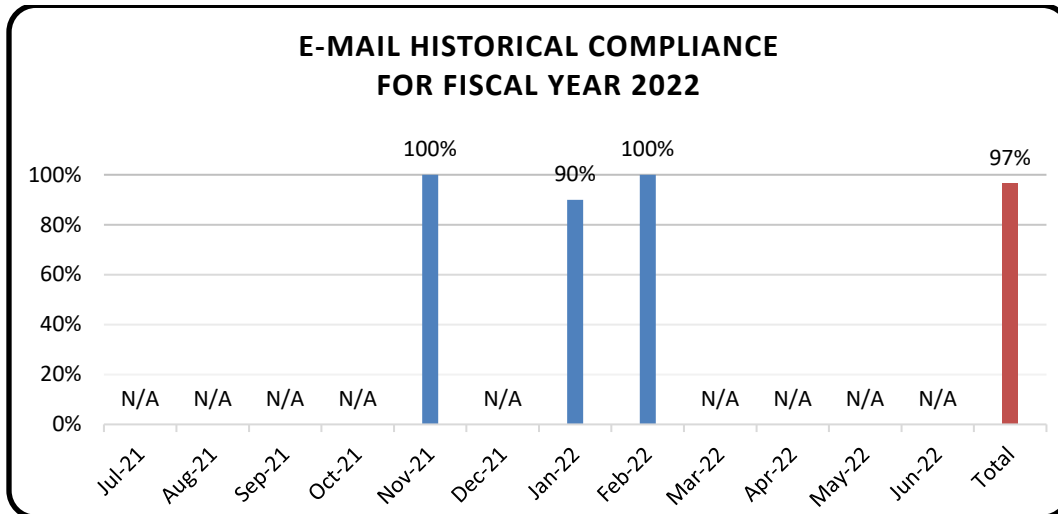
January 2022 – 1 Test

The Complaint Intake Test conducted by Telephone during the month of January 2022 was initiated through the Communications Division. MCSO employee compliance with Policy GH-2, *Internal Investigations*, was 100% as indicated in the first graph under this report section. Employee compliance with MCSO Policy GI-1, *Radio and Enforcement Communications Procedures*, was 100% as shown in the second graph under this report section.

The tester posed as a Hispanic woman who was driving with her friend. The friend, who was also Hispanic, was pulled over by a deputy who allegedly asked inappropriate questions, such as if she was here legally and whether she knew how to drive in the U.S. The tester first called the MCSO general information line to file a complaint. Then, the call transferred to the MCSO non-emergency line. The dispatcher who answered the call gathered information about the complaint as well as the tester's name and contact information. Then, the dispatcher e-mailed the on-duty supervisor and the Early Identification Unit in accordance with Policy GI-1. The following day, the tester received a call from a PSB investigator who left a voicemail. Shortly thereafter, the tester returned the investigator's call. The PSB investigator recorded the conversation as required by policy and provided the tester with an IA number at that time. Three days later, the tester received a phone call from PSB again providing her with the IA number and contact information for the assigned investigator.

Testing by E-mail:

There were three E-mail Complaint Intake Tests conducted and inspected during Fiscal Year 2022. Two of the tests resulted in an employee compliance rate of 100%; one test had a compliance rate of 90%. The overall compliance rate for Complaint Intake Testing by E-mail for Fiscal Year 2022 was 97%, as illustrated by the following chart:



The following is a summary of each of the three E-mail tests grouped by month:

November – 1 Test

The tester e-mailed PSB directly. According to the tester's e-mail, the complainant observed a deputy allegedly driving his MCSO recklessly at a high speed through a Target parking lot nearly hitting pedestrians. Four days after sending the e-mail, the tester received a response from PSB requesting information about the complaint. Also that same day, the tester received an additional e-mail from PSB containing the IA number and contact information for the assigned investigator. No deficiencies were noted.

January 2022 – 1 Test

The tester e-mailed PSB directly. According to the tester's e-mail, a deputy allegedly drove his MCSO boat in a negligent and reckless manner nearly running into the complainant's boat. Due to a technical issue with PSB's mailbox, the test e-mail was not discovered for eight days. It was discovered when the tester notified AIU that they had not received an IA number. AIU followed up with PSB. According to MCSO's Information Technology Division (IT), PSB's mailbox failed to update; therefore, it did not show new incoming e-mails. IT reconfigured the user profile of the mailbox custodian to resolve the problem.

The test e-mail was accepted and processed once it was discovered; however, PSB was unable to provide a written update to the tester within the seven-day timeframe required by Policy GH-2, *Internal Investigations*. As a result of this deficiency, the compliance rate for this test was 90% as shown in the above graph.

AIU followed up by sending an e-mail to test the PSB mailbox and confirm that the technical issue was resolved. PSB sent an immediate response confirming receipt of the AIU e-mail.

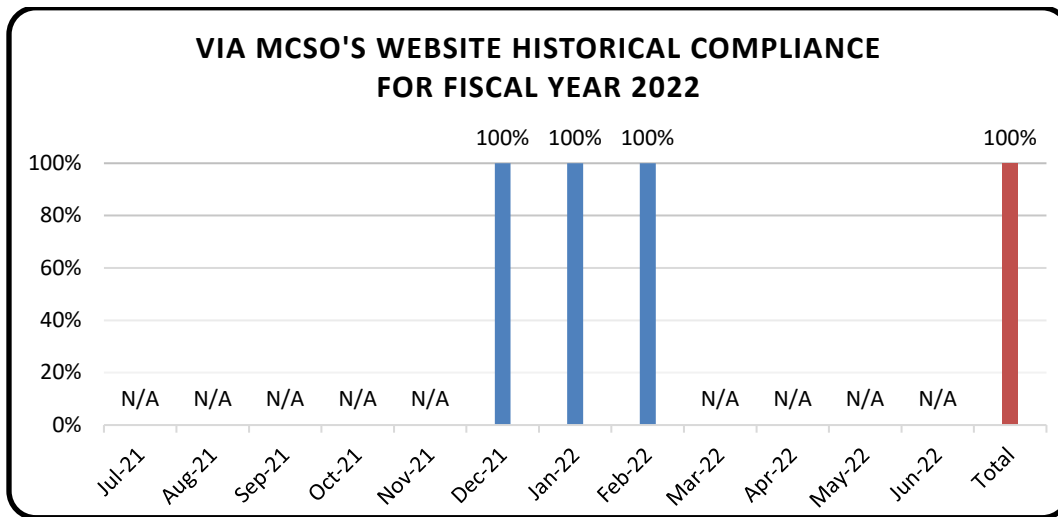
February 2022 – 1 Test

The complaint alleged that a deputy was rude, and berated employees of a business establishment in a very loud and aggressive manner. The tester e-mailed PSB directly. The following day, the tester received a response from PSB with the

IA number and contact information for the assigned investigator. No deficiencies were noted, and the tester commented, "Very professional and prompt response."

Testing Online via MCSO's Website:

There were three Online Complaint Intake Tests conducted and inspected during Fiscal Year 2022. All three resulted in an employee compliance rate of 100%. The overall compliance rate for Complaint Intake Testing Online via MCSO's Website for Fiscal Year 2022 was 100%, as illustrated by the following chart:



The following is a summary of each of the three Online tests grouped by month:

December 2021 – 1 Test

This complaint alleged that a deputy followed a woman while she was walking in her neighborhood and made her feel threatened. The tester filed the complaint through the MCSO website at www.mcso.org/i-want-to/share-comments-or-complaints. She immediately received an electronic submission confirmation of her complaint. The following day, the tester received an e-mail response from the assigned investigator with his name and contact information so that the tester could contact him for an interview. The tester was also provided an IA number for the case. At this point, the test was considered completed. No deficiencies were noted.

January 2022 – 1 Test

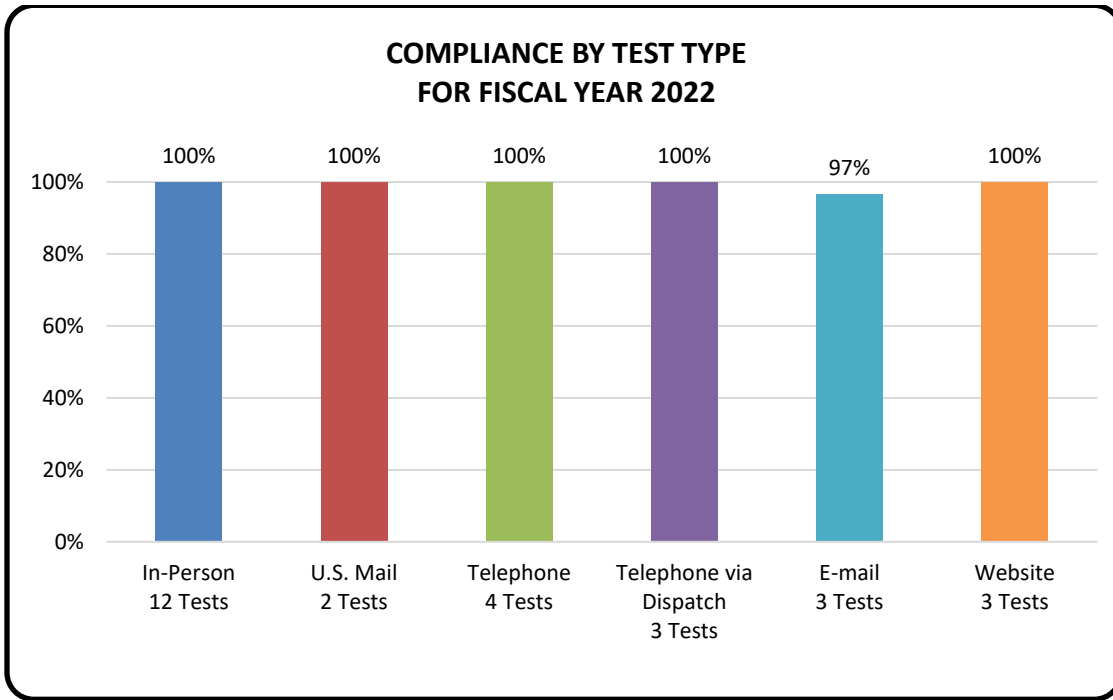
This complaint was about observing a deputy who allegedly parked in a handicapped space for over an hour while waiting for his partner, who was inside the store. The tester filed the complaint through the MCSO website at www.mcso.org/i-want-to/share-comments-or-complaints. Five days later, the tester received an e-mail response from PSB with an IA number and the name and contact information of the assigned investigator. No deficiencies were noted.

February 2022 – 1 Test

The tester posed as a Hispanic female. She alleged that a deputy was rude during a vehicle accident investigation and made racially insensitive remarks to her. The tester filed the complaint through the MCSO website at www.mcso.org/i-want-to/share-comments-or-complaints. Four days later, the tester received an e-mail response from PSB with an IA number and the name and contact information of the assigned investigator. The tester commented, "The email was professional and easy to understand." No deficiencies were noted.

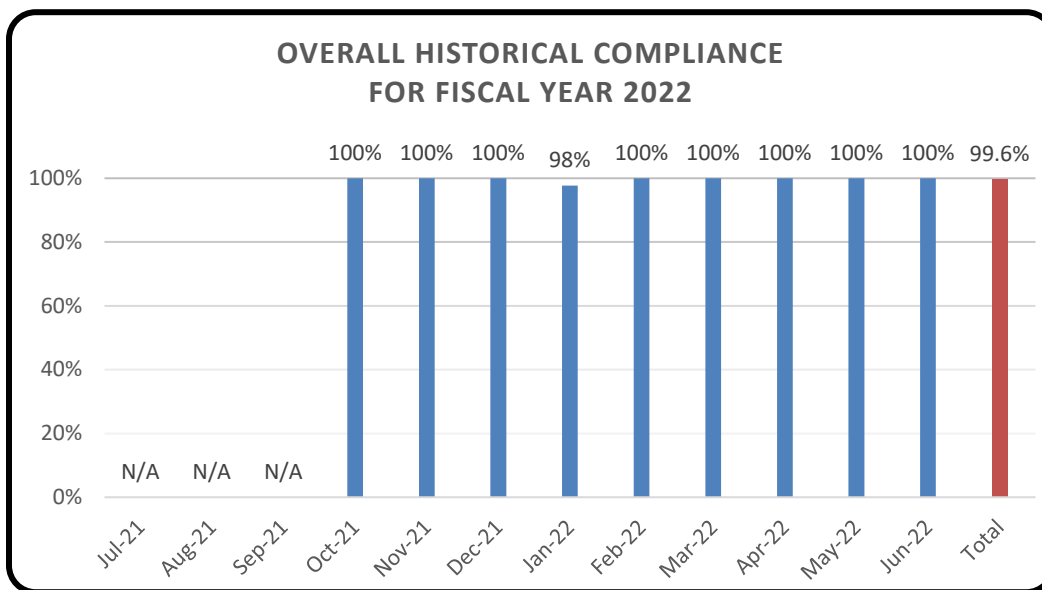
Compliance by Test Type

Below is a chart illustrating the overall compliance rate and number of tests by type for each method of testing for Fiscal Year 2022:



History of Overall Compliance:

Below is a chart illustrating the overall compliance rate by month for Fiscal Year 2022:



Conclusion

MCSO evaluated civilian complaint intake based on results of the testing program for Fiscal Year 2022. Only one significant challenge emerged this year. In the early part of Fiscal Year 2022, district offices that were closed to the public due to COVID continued to pose a challenge to In-Person testing. The added step of testers calling the numbers posted on the doors created a risk that the test could result in a Telephone test instead of an In-Person test. BIO created written guidelines to assist testers when they encountered district lobby doors that were locked. BIO received input from the Monitor Team and the testing vendor in developing steps that would both assist the tester, as well as maintain the test status as In-Person. Not long after the agreed-upon tester guidelines were finalized, patrol districts began opening their offices to the public. Nevertheless, the guidelines have remained a helpful resource for the testers and an example of the importance of collaboration between MCSO, the testing vendor, and the Monitor Team.

MCSO and the testing vendor continue to maintain a good working relationship through timely communication, respectful dialogue, and proactive problem-solving. These key elements are responsible for the low number of challenges that the Complaint Intake Testing Program has faced this fiscal year.

I have reviewed this annual report.

Lt. Brian Arthur

Lt. T. Brian Arthur S1806
Commander, Audits and Inspections Unit
Bureau of Internal Oversight

7/20/2022

Date